

WHAT IS CLAIMED IS:

1           1.       A network of conversation control systems, the network comprising:  
2                   at least a first and a second conversation control system; and  
3                   a central control, wherein the central control is communicably coupled to the  
4 first and the second conversation control systems.

1           2.       The network of claim 1, the network further comprising:  
2                   an initiator, wherein the initiator is communicably coupled to the central  
3 control.

3           3.       The network of claim 2, wherein the initiator is a predictive dialer.

4           4.       The network of claim 1, wherein the central control comprises a set of  
5 components, and wherein the set of components is copied to both the first conversation  
6 control system and the second conversation control system under direction of the central  
7 control.

8           5.       A method for providing information to one or more recipients, the  
9 method comprising:  
1               providing a first conversation control system;  
2               providing a second conversation control system;  
3               providing an initiator;  
4               communicating with the initiator, wherein a recipient is contacted; and  
5               selecting one of the first conversation control system or the second  
6 conversation control system to interact with the recipient; and  
7               communicating with the recipient via the selected conversation control system.

8           6.       The method of claim 5, wherein the initiator is a predictive dialer.

9           7.       The method of claim 5, the method further comprising:  
1               maintaining components for use by the first and second conversation control  
2 systems on a central control; and  
3               updating both the first and second conversation control systems with the  
4 components.  
5

1           8.     The method of claim 7, the method further comprising:  
2           determining if a component on the first conversation control system is less  
3 recent than a component on the central control.

1           9.     The method of claim 5, wherein the conversation control system  
2 comprises:  
3           a computer associated with a database, wherein the database comprises one or  
4 more audio files;  
5           a speaker; and  
6           a input device.

1           10.    The method of claim 9, wherein communicating with the recipient  
2 comprises:  
3           receiving a first audio signal from the recipient; and  
4           outputting the first audio signal via the speaker to a user.

1           11.    The method of claim 10, the method further comprising:  
2           receiving a selection from the user at the input device of the first conversation  
3 control system, wherein the selection designates an audio file; and  
4           converting the audio file to a second audio signal; and  
5           outputting the second audio signal to the recipient.

1           12.    A method for controlling a network of conversation control systems,  
2 the method comprising:  
3           initiating contact with a recipient via an initiator;  
4           selecting a conversation control system;  
5           routing information received from the recipient to the conversation control  
6 system;  
7           outputting the information received from the recipient via an output device of  
8 the conversation control system;  
9           receiving an indication of a script item to respond to the information received  
10 from the recipient; and  
11          presenting the script item to the recipient.

1           13.    The method of claim 12, the method further comprising:

2 receiving an indication of a script, wherein the script item is associated with a  
3 step of the script.

1 14. The method of claim 13, the method further comprising:  
2 receiving an indication of a presentation, wherein the presentation controls the  
3 form that the script item is presented to the recipient.

1 15. The method of claim 14, wherein the indicated presentation is a voice  
2 presentation.

1 16. The method of claim 15, wherein the voice presentation is a particular  
2 person's voice.

1 17. The method of claim 16, wherein the person's voice is pre-recorded.

1 18. The method of claim 14, wherein the indicated presentation is the  
2 recipient's language.

1 19. The method of claim 18, wherein the recipient's language is not the  
2 user's language.

1 20. The method of claim 12, wherein the initiator is a predictive dialer.

1 21. The method of claim 12, wherein selecting the conversation control  
2 system is done by determining which of a plurality of conversation control systems is  
3 currently not in use.

1 22. The method of claim 12, wherein selecting the conversation control  
2 system is done by determining which of a plurality of conversation control systems is about  
3 to terminate use.

1 23. The method of claim 12, the method further comprising:  
2 providing a central control, wherein selection of the conversation control  
3 system is effectuated by the central control via a computer network.